



## **Community Development Online Application and Permit Payment Policies**

### **Privacy Policy**

Online credit card payment transactions processed on our site utilize Secure Sockets Layer (“SSL”) encryption technology to safeguard your sensitive information while it is being sent to us. The SSL encryption is designed to make the information unreadable by anyone but us. This security measure is working when you see either the symbol of an unbroken key or closed lock (depending on your browser) on the bottom of your browser window.

Some portions of our site require a username, password and/or PIN to be used. You are responsible for protecting your unique username, password and PIN, and you agree to be responsible for all activities performed under your account.

### **Refund Policy**

If you believe you have overpaid or made an error in payment, please contact the Community Development Department staff by calling (541) 388-5580 or emailing [bendcdd@ci.bend.or.us](mailto:bendcdd@ci.bend.or.us) between the hours of 8:00 am and 4:00 pm. If the City finds that a refund is due, it will be issued in the form of a check.

### **Delivery Method and Timing Policy**

Your application or permit will be emailed to you or accessible through your ePlans project within 7 days of receipt of full payment and a completed, approved application. If you have questions or require your application/permit sooner, please contact the Community Development Department staff by calling (541) 388-5580 or emailing [bendcdd@ci.bend.or.us](mailto:bendcdd@ci.bend.or.us) between the hours of 8:00 am and 4:00 pm.